

PAST PERFORMANCE SURVEY QUESTIONNAIRE

OFFEROR NAME: _____

REFERENCE COMPANY _____

CONTRACT (S)# _____ VALUE: \$ _____

_____ VALUE: \$ _____

Quality of Product/Service

1. What type of waste was removed/disposed?
2. About how much waste was removed during a twelve month period?
3. How often were they required to remove this waste (daily/weekly/monthly, etc?)
4. Were there performance deficiencies? If yes, were they corrected, and if so, what action did the contractor take to correct these deficiencies?

Please answer the following questions regarding the performance of _____ by circling the appropriate number with 5 being the highest rating or **EXCEPTIONAL**, 4 being **VERY GOOD**, 3 being **SATISFACTORY**, 2 being **MARGINAL** and 1 being the lowest rating of **UNSATISFACTORY**:

5. How well has the contractor demonstrated his ability to comply with the basic requirements of your contract?

5 4 3 2 1

6. Is the contractor timely in submitting quality/error free documents?

5 4 3 2 1

Key Personnel

7. How successful has the contractor demonstrated his ability to manage subcontractors?

5 4 3 2 1

8. Did the contractor provide sufficient personnel to perform the work?

5 4 3 2 1

9. Did the contractor have the right equipment to perform the work?

5 4 3 2 1

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Schedule/Timeliness

10. Did the contractor always perform in a timely manner?

5 4 3 2 1

Business Relations

11. Did the contractor exhibit cooperative behavior?

5 4 3 2 1

12. Did the contractor exhibit a business-like concern for your needs/interest?

5 4 3 2 1

13. Was the contractor committed to customer satisfaction?

5 4 3 2 1

Basel Notifications

14. When required, did the contractor meet all requirements for waste import, export and transboundary movements, e.g. Basel notifications and local country environmental laws and regulations?

5 4 3 2 1

General

15. Would you award another contract to this company?

5 4 3 2 1

Name _____

Company _____

Signature _____

Date _____